

Amendments to Claims:

This listing of claims will replace all prior versions and listings of claims in the instant application:

What is claimed is:

1. (Currently Amended) A method of automatically resolving a Digital Subscriber Line (DSL) communication link failure comprising:

detecting a failure of the Digital Subscriber Line DSL communication link to a subscriber DSL modem;

placing establishing a telephone call over a public switched telephone network [[with]] to an administrative system for the Digital Subscriber Line of the DSL service provider in response to detecting the failure of the DSL communication link;

notifying the administrative system for the DSL service provider Digital Subscriber Line of the failure over during the established telephone call, whereby the administrative system causes the Digital Subscriber Line DSL communication link to be reset;

storing in a data store connected to the administrative system at least one of notification information received by the administrative system and information generated by the administrative system relating to a course of action implemented by the administrative system in response to the notifying step; and

sending a message informing a subscriber to the associated with the subscriber DSL modem Digital Subscriber Line of when resumption restoration of the DSL communication link to the subscriber DSL modem service over the Digital Subscriber Line is expected, said message being sent by the administrative system for the Digital Subscriber Line only after a predetermined amount of time has passed since notification of the administrative system of the failure and the DSL communication link with the

~~subscriber DSL modem has not been restored to verify that service over the Digital Subscriber Line has not been restored to the subscriber.~~

2. (Currently Amended) The method of claim 1, said notifying step further comprising requesting the reset of the ~~Digital Subscriber Line~~ DSL communication link.

3. (Currently Amended) The method of claim 1, further comprising the administrative system identifying the ~~Digital Subscriber Line~~ DSL communication link with the failure using caller identification on the received telephone call.

4. (Currently Amended) The method of claim 3, further comprising the administrative system sending a reset message to a provider DSL modem within a ~~Digital Subscriber Line~~ DSL operation center, wherein the provider DSL modem is associated with the ~~Digital Subscriber Line~~ DSL communication link with the failure.

5. (Currently Amended) The method of claim 4, further comprising:
the administrative system establishing a telephone call with a subscriber endpoint associated with the ~~Digital Subscriber Line~~ DSL communication link with the failure; and
providing information relating to the cause of the failure of the ~~Digital Subscriber Line~~ DSL communication link to the subscriber endpoint over the established telephone call.

6. (Currently Amended) A system for automatically resolving a Digital Subscriber Line (DSL) communication link failure comprising:
means for detecting a failure of the ~~Digital Subscriber Line~~ DSL communication link to a subscriber DSL modem;

means for placing establishing a telephone call over a public switched telephone network [[with]] to an administrative system for the Digital Subscriber Line of the DSL service provider in response to detecting the failure of the DSL communication link;

means for notifying the administrative system for the DSL service provider Digital Subscriber Line of the failure ~~ever~~ during the established telephone call, whereby the administrative system causes the DSL communication link Digital Subscriber Line to be reset;

means for storing in a data store connected to the administrative system at least one of notification information received by the administrative system and information generated by the administrative system relating to a course of action implemented by the administrative system in response to the notifying step; and

means for sending a message informing a subscriber associated with the subscriber modem to the Digital Subscriber Line of when resumption restoration of the DSL communication link to the subscriber DSL modem service over the Digital Subscriber Line is expected, said message being sent by the administrative system for the Digital Subscriber Line only after a predetermined amount of time has passed since notification of the administrative system of the failure and the DSL communication link with the subscriber DSL modem has not been restored to verify that service over the Digital Subscriber Line has not been restored to the subscriber.

7. (Currently Amended) The system of claim 6, said means for notifying further comprising means for requesting the reset of the Digital Subscriber Line DSL communications link.

8. (Currently Amended) The system of claim 6, further comprising means for the administrative system to identify the Digital Subscriber Line DSL communication link with the failure.

9. (Currently Amended) The system of claim 8, further comprising means for the administrative system to send a reset message to a provider DSL modem within a Digital Subscriber Line DSL operation center, wherein the provider DSL modem is associated with the Digital Subscriber Line DSL communication link with the failure.

10. (Currently Amended) The system of claim 9, further comprising:
means for the administrative system to establish a telephone call with a subscriber endpoint associated with the Digital Subscriber Line DSL communication link with the failure; and

means for providing information relating to the failure of the DSL communication link Digital Subscriber Line to the subscriber endpoint over the established telephone call.

11. (Currently Amended) A machine readable storage, having stored thereon a computer program having a plurality of code sections executable by a machine for causing the machine to perform the steps of:

detecting a failure of a Digital Subscriber Line DSL communication link to a subscriber DSL modem;

establishing a telephone call over a public switched telephone network with an administrative system for the Digital Subscriber Line DSL communication link with in response to detecting a failure of the DSL communication link;

notifying the administrative system for the DSL communication link Digital Subscriber Line of the failure over the established telephone call, whereby the administrative system causes the DSL communication link Digital Subscriber Line to be reset ;

storing in a data store connected to the administrative system at least one of notification information received by the administrative system and information generated

by the administrative system relating to a course of action implemented by the administrative system in response to the notifying step; and

sending a message informing a subscriber associated with the subscriber DSL modem to the Digital Subscriber Line of when restoration resumption of the DSL communication link to the subscriber modem service over the Digital Subscriber Line is expected, said message being sent by the administrative system for the Digital Subscriber Line only after a predetermined amount of time has passed since notification of the administrative system of the failure and the DSL communication link with the subscriber DSL modem has not been restored to verify that service over the Digital Subscriber Line has not been restored to the subscriber.

12. (Currently Amended) The machine readable storage of claim 11, said notifying step further comprising requesting the reset of the Digital Subscriber Line DSL communication link.

13. (Currently Amended) The machine readable storage of claim 11, further comprising the administrative system identifying the Digital Subscriber Line DSL communication link with the failure using caller identification on the received telephone call.

14. (Currently Amended) The machine readable storage of claim 13, further comprising the administrative system sending a reset message to a provider DSL modem within a Digital Subscriber Line DSL operation center, wherein the provider DSL modem is associated with the Digital Subscriber Line DSL communication with the failure.

15. (Currently Amended) The machine readable storage of claim 14, further comprising:

the administrative system establishing a telephone call with a subscriber endpoint associated with the Digital Subsriber Line DSL communication link with the failure; and

providing information relating to the failure of the Digital Subsriber Line DSL communication link to the subscriber endpoint over the established telephone call.

16. (Cancelled)

17. (Cancelled)